CTO and eGov

DTS
Dept. of Technology Services

50-State Report Card

The Digital States Survey is the nation's longest-running examination of technology use in state government. It's conducted every two years by e.Republic's Center for Digital Government, and it grades states on their performance across a number of areas, including IT leadership, service delivery, citizen engagement, innovation and collaboration.

Overall, 12 states improved their grades in 2012, compared with the last survey in 2010. Twenty states held steady, and 18 states declined over the two-year period.

EVALUATION CATEGORIES:

→ Strategy, approach,

→ A quantifiable and demon-

→ Demonstrated and verifiable

→ Innovation or creativity of

Tuesday, February 19, 13

Utah Receives "A" Grade in Digital States Survey

The CTO Office coordinated the state's response to the Digital States Survey, which is a comprehensive study that examines best practices, policies and progress made by state governments in their use of digital technologies to better serve their citizens and streamline operations. Utah was one of only two states to receive an "A" grade in the survey.

In addition to being named the top state overall, Utah was also recognized with the first place award in Enterprise Information and Communication Technology and was one of the top five states in the areas of transportation, finance and administration, and adaptive leadership.

Online Services

In 2013, the state of Utah delivered over 31 million online transactions. Over a third of these were financial transactions involving some kind of payment. Utah.gov provides indexing and analysis services to help manage and direct the public to over 1000 different online services, as well as a 24x7 online support channel to answer users' online questions. Over 60 new online services were added to the Utah.gov domain in 2013.

Enterprise Coordination of Social Media Environments

Consistent with global trends, many Utahns use social media as a way to aggregate information from many different sources including government. DTS supports a variety of statewide social media services, particularly those associated with the Utah.gov portal. For example, the number of followers of Utah.gov on Google+ has grown from 3,000 to over 92,000 in just the past 7 months. These diverse resources on Twitter, Facebook, Pinterest, and Google+ provide the latest updates on new services and information. Utah.gov was recognized with Public Technology Institute's Web 2.0 award for innovative use of Web 2.0 technologies.

Updated Utah.Gov Portal

The CTO Office oversaw the development and release of a major upgrade to Utah's award-winning portal, Utah.gov. The new portal introduced several new innovations including and enhanced master data index, a new responsive design, new geolocation services, and an improved smart search. Utah.gov received over 20 major awards in 2012, including:

- Best of State 2012 as the Best Web-Based Community Resource
- 2012 Communicator Award of Distinction as Best Government Website
- Excellence.gov Award for best use of social media
- Government Customer Support Award for Customer Focus Excellence
- Best in Class Interactive Media Award
- GovMark Council Award for Best Digital Program

DTS Mobile Strategy

The DTS Mobility Strategy for the State of Utah was completed and approved by the CIO in April 2013. The strategy contains simple statements and objectives supporting two major goals:

- Increase the productivity and effectiveness of the State's increasingly mobile workforce through efficient provisioning and technical support.

- Ensure that highly mobile Utah citizens are able to access and utilize the State's online services and information regardless of the platform they choose to utilize.

One of the initiatives identified in the plan was to increase the number of department-level websites with responsive or mobile friendly design. Since creating this objective, the percent of department level websites with responsive or mobile-friendly design has almost tripled from 11% to 32%.

Utah Digital Government Summit 2013

The CTO Office coordinated the 2013 Utah Digital Government Summit, providing training and networking for digital government workers throughout the state. This event has brought together several hundred participants each year in an effort to elevate the way digital

WSCA-NASPO Public Cloud Hosting Contracts

The CTO Office participated as the lead state for the development and award of one of the first Public Cloud Hosting contracts available to all WSCA-NASPO states, city and county governments, and federal agencies that wish to participate. The contracts offer substantial cost savings on commercial cloud platforms for GIS data and applications, and a wide variety of other hosted application services and servers.

Mobile Device Management Contract

The CTO Office and Purchasing developed an invitation to bid for a Mobile Device Management solution that supported key security needs, application distribution, and management of multiple types of mobile devices and operating systems. The MDM rollout commenced in July 2013.
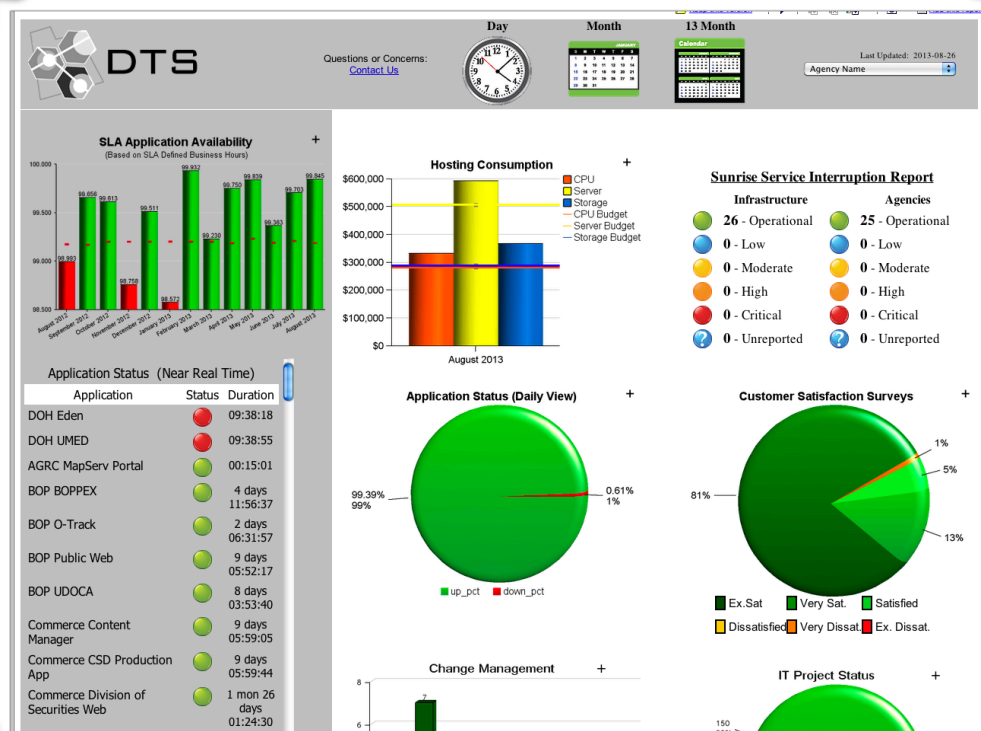
Data Communications RFP

The CTO Office has assisted with the last several contracts for Data Communications equipment and services. Utah is the lead state for this procurement. This contract request fully embraces convergence of technologies for data communications, software designed networks, and hosted network services. It will be a multi-vendor award contract and is a very high volume contract used by most WSCA-NASPO states.

DTS
Dept. of Technology Services

DTS
Dept. of Technology Services

DEPARTMENT OF TECHNOLOGY SERVICES 2013 ACCOMPLISHMENTS REPORT

Unified Communications VoIP Core Installation

DTS awarded a contract to implement a Voice-over-Internet Protocol (VoIP) platform for voice services.

VoIP technology utilizes the network to place and route calls. Many of the DTS voice systems supporting Executive Branch agencies are reaching end-of-life. DTS currently supports over 20,000 state users, including 42 PBXs (these are stand-alone systems); and over 250 smaller key systems. DTS has developed a road map for moving to the "next" technology for voice related services—VoIP is the future of telephony communications.

DTS has installed two platforms to process VoIP calls on the network: one in the SLC Data Center and one in the Richfield Data Center. The platforms are fully redundant and capable of handling over 20,000 users throughout the state. System administration is managed on a single platform and offers the same tools for voice services to all state employees, regardless of their location.

DTS is currently evaluating and prioritizing sites to migrate to VoIP and the new platform. This effort is dependent upon agency site readiness and funding.

Data Classification and Risk Assessments Increase Data Security

DTS Security has been working with each of the agencies on a Data Classification and Risk Assessment Project. The Data classification project identifies and quantifies sensitive information, which allows DTS to implement additional security safeguards where needed. The value in security risk assessments is to document security risks and vulnerabilities for each data set and plan for mitigating activities so that these risks and vulnerabilities are no longer present. DTS Security continually seeks ways to improve security for the State's data.

DTS Dashboard

DTS has successfully implemented a Dashboard to display metrics for stakeholders and internal DTS use. The new Dashboard provides transparency into availability of systems, applications, project status, customer satisfaction reports, and hosting and storage consumption. The visibility into these metrics helps the agencies analyze use of DTS services and allows for monitoring at the touch of a button.

State of Utah - Google Applications

Desktop Accomplishments

- Of the 14,827 computers supported by DTS, 3,817 new computers were installed (26% replacement).

- Pushed out ZEN 11 Client to all the networked desktops.

- Averaged 4.6 on Customer Surveys, 96% on Initial Response for Remedy tickets and 96% for Time to Resolve for Remedy tickets.

- Completed 21,756 restoration tickets, 16,657 request tickets, and 98 projects.

- Approximately 7,700 desktops have been migrated to Active Directory.

- Desktop staff continue to be instrumental in the Virtual Desktop Implementation, Zen, and Active Directory projects.

Hosted Email, Communications, and Collaboration Services through Google

DTS successfully migrated and transitioned 23,000 State email users to Google Apps. There was a limited support impact to DTS Apps Support and Help Desk staff. DTS provisioned 3,144 Google Message Discovery accounts for added security. The Desktop team was also able to complete the following throughout the project:

- Facilitated decommissioning of GroupWise system to save nearly $180,000 per quarter in licensing costs
- Facilitated decommissioning of servers to reduce overhead costs and cost avoidance of almost $500,000 in Tivoli storage costs
- Decommissioned ProofPoint email filtering system
- Decommissioned Blackberry Enterprise Services
- Evaluated and developed methodology for deploying a new Instant Messenger replacement.
- Evaluated options for consolidating fax services statewide.

End-of-Life Network Equipment Replacement

DTS replaced end-of-life chassis for Capitol campus switches, core network switches, and hosting switches in the SLC Data Center. This project required the coordination of many agencies, followed by intensive testing after installations were completed. The required upgrades ensure network reliability and business continuity.

Enterprise Wireless Project

DTS centralized the wireless guest network known as "CapNet," allowing all network traffic to be handled by a dedicated wireless controller in the Salt Lake Data Center. This configuration allows a centralized content filtering of Internet traffic and enhances security by routing guest wireless traffic outside of the State internal network.

DTS
Dept. of Technology Services

Solutions Delivery

DTS
Dept. of Technology Services
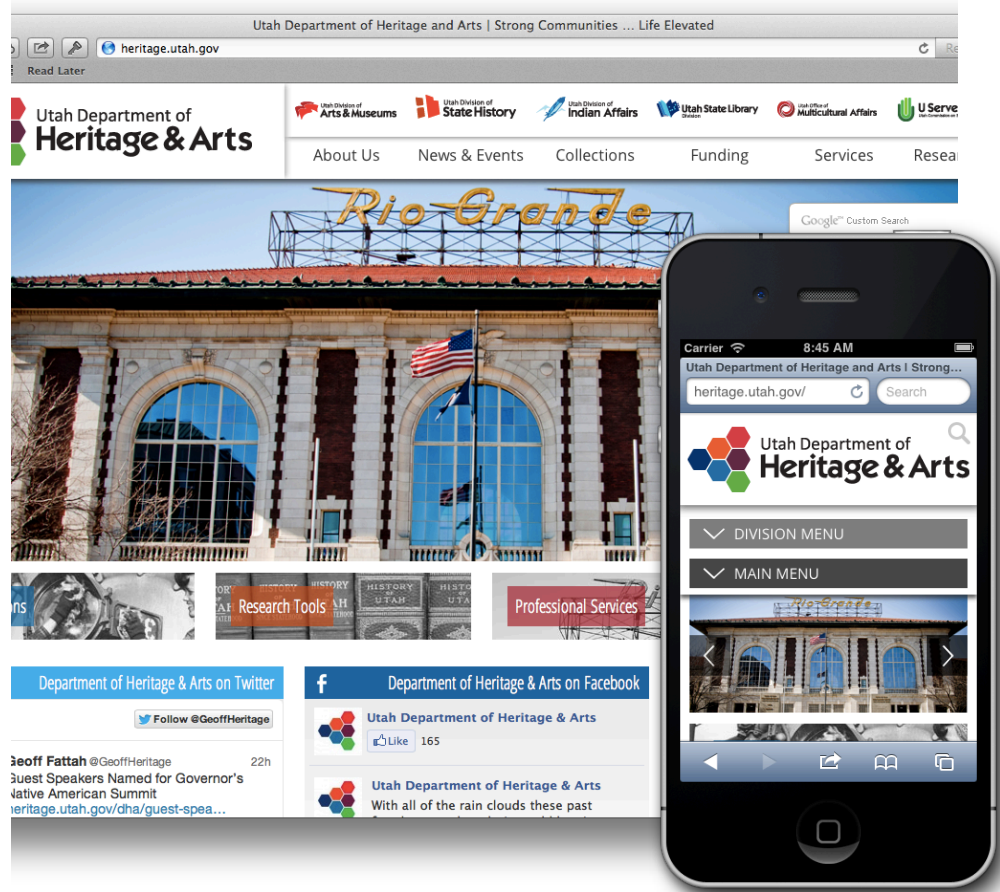
Improved Design Services

During 2013, DTS Solutions Delivery added investments in resources and toolsets to enable improved services from a strong, centralized design staff.

As a result, the team partnered with many agencies on major projects that provided the agencies with better designs and graphics, and also helped the agencies contain costs and use dollars more wisely. The overall result allowed customers to implement designs that were fresh, current, accessible, and consistent with best practices.

For example, the Department of Heritage and Arts collaborated with Solutions Delivery for website development, support and maintenance. In June, this team rolled out a totally redesigned site for the Department and its subdivisions. The new website actually combines six previous division Websites into one, enhancing the unity of the department, and improving the customer's experience. The new website also uses a consistent set of tools for easier on-going content management and site maintenance. The new website incorporates accessibility guidelines and it is more mobile-friendly. The work on the new site was accomplished using centralized Solutions Delivery staff. This approach eliminated the need for DHA to have dedicated web designers. On-

going maintenance and support for the site will also be handled by the centralized staff. This frees up thousands of dollars for DHA to use for other IT needs.

The Department of Insurance also partnered with Solutions Delivery to rewrite their department website. With our team of graphic designers focused on the project, the work was streamlined, and the new site was launched in a matter of weeks.

Like DHA, development, support and on-going maintenance is provided by a centralized team from Solutions Delivery, without the need for Insurance to maintain permanent staff. (Again, this saves dollars for other technology needs).

These are just a couple of examples of a variety of successful partnerships between DTS and the agencies we serve. During Fiscal Year 2014, the Solutions Delivery group will continue to invest in new knowledge, skills, and ideas in order to add value to the services provided by this team.

Screenshot: Utah Fee Schedule — Fee Grid

New Partnerships

The Solutions Delivery Development team continues to partner with various State agencies that are interested in deploying new streamlined solutions to replace old manual processes. These agencies are interested in securing development resources for a short time to achieve these goals, without having to establish a dedicated, full-time staff.

A good example of this is the partnership this past year between DTS Solutions Delivery and the office of the Legislative Fiscal Analyst. In July, DTS was approached by the Legislative Fiscal Analysts (LFA) to write an application to automate the Fee Schedule. In the past,

this has been a manual process of data entry and then re-entry into different spreadsheets and applications.

The new automated process, designed and written through this collaboration can easily save hundreds of man hours every year. The goal was to keep the application simple yet robust enough to gather the data and manage the workflow. The project was delivered within budget and was created and tested on a very strict timeline. This new system has not only saved man hours during Fiscal Year 2013, but it has provided the foundation for new functionality that will result in additional cost savings during the first part of Fiscal Year 2014.

Lower Cost Alternatives for Database Users

Over the years, the Solutions Delivery Database group has been able to implement more and more efficiencies in association with managing the shared database environments. This has resulted in continuous rate reductions for the customers that house their databases within those environments.

During recent years, however, the database group has looked for ways to pass on even more savings to customers with very large databases, as sometimes it is possible to find even more efficiencies in managing large, single databases.

Therefore, in FY2013, there was not only a rate reduction to those smaller customers, housed within the shared environments, but an option was presented to the largest customers for additional savings as well.

This pilot program, begun in FY2013 will become fully functional in FY2014. The goal of the database group, will be to prove the value of the program to the customer during the year in order to make this pilot a permanent solution.

Saving Agency Dollars through Reusable Code and Architecture

It has been the goal of Solutions Delivery to produce code based upon a standard and consistent technical stack for the following reasons:

- Easy maintenance, as developers can easily identify and support an architecture that is standard to them, even if they have not developed the application.
- Ease in deployments, as the Hosting group can write automated solutions based upon being able to anticipate applications written on the same architecture.
- Reusability of code, as applications are written with consistent interfaces and written to best practices as opposed to supplying a solution to a unique situation.

The results of such practices have reaped rewards for the agencies during FY2013, as we have been able to produce new apps based upon good foundation code, without starting from the bottom up.

One good example of this is the new DHS Licensing System, that was written in FY2013, based upon the existing code from a licensing system developed for another Agency. We were able to leverage existing foundation code and produce a application that fits DHS's custom needs without having to start from scratch and in the process have saved DHS tens of thousands of dollars.

DTS
Dept. of Technology Services

DTS
Dept. of Technology Services

DEPARTMENT OF
TECHNOLOGY
SERVICES
2013
ACCOMPLISHMENTS
REPORT

Overall, the customer service provided by the employees of DTS Finance/Admin is

Rating	
Excellent	
Good	
Adequate	
Poor	
Unacceptable	

0% 20% 40% 60% 80% 100%
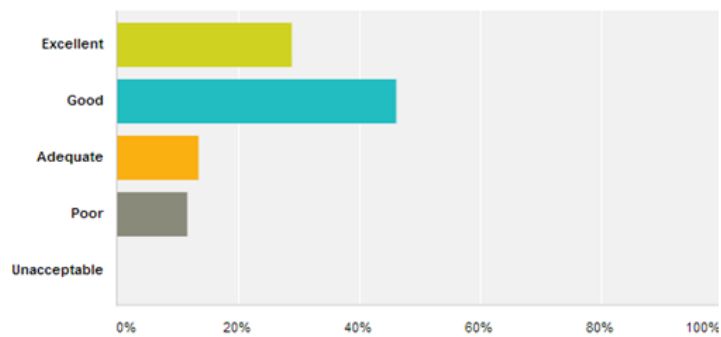
Overall, the performance of the DTS Finance/Admin is…

Rating	Percent
Getting much better	13.59%
Getting better	38.83%
Staying about the same	42.72%
Getting worse	3.88%
Getting much worse	0.97%

0% 20% 40% 60% 80% 100%

DTS Cost Savings

Cost Savings of $1 million Realized in 2013

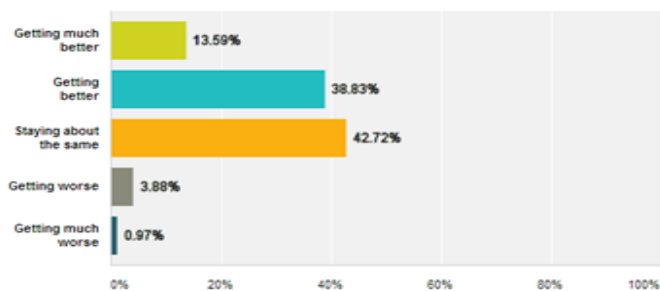In FY13, DTS Finance and Administration increasingly collaborated with customers both internal as well as external to provide superior customer service, to continue to save the state money, and build on past accomplishments. The finance team saved the state over <u>$1 million</u> by: negotiating with vendors for year-end computer purchases ($183,000), changing the SAS software contract billing method ($50,00), working with IBM on maintenance renewals ($200,000), and negotiating

with auditors from Adobe to ensure state software compliance ($600,000). These savings were accomplished as DTS worked on behalf of the State rather than agencies negotiating directly with vendors themselves.

Over 85% of DTS Finance customers are satisfied with the service received and over 50% said performance of staff is getting better. The survey results indicate the Finance Team is continually working toward a better relationship with customers both internally and externally. The DTS Finance Group is looking forward to assisting customers this upcoming FY14.

DTS Receiving Centers

The Receiving Team processed a total of 8728 total items of which 3566 were imaged including; thin clients, desktops, workstations and laptops.

DTS Receiving completed the installation/registration keys for software for the Zenworks Project, which will help with State device tracking and management.

DTS Receiving was able to create a new process for tracking products from start to finish.

DTS Receiving also developed a new Return process so all manufacturer defects as well as shipping damages are resolved during the shipping process.

New Database Developed for Invoice Information

In FY13 DTS Accounting paid 8,791 invoices totaling $73,651,341. The Accounting Team also developed a new database to store all invoice payable information. The database incorporates many added improvements that offer benefits to staff and customers including a quicker and more efficient way to provide status information.

Software Inventory

DTS initiated a major project to inventory software on all 22,000 desktop devices located throughout the State of Utah. The main purpose of this project was to enable DTS to reconcile and bring State Agencies into compliance with the vendor software licensing requirements and respond to agency concerns regarding the number of licenses owned and being used. While this project up front sounds simple, it was really quite complex requiring considerable efforts to find computers, load asset management software on each computer in use, and decommission devices no longer needed while not interfering with the daily work of 22,000 State employees.

To date, the project team has been able to decommission more than 12,000 computers that are no longer in use; a problem which affected many agencies. By getting these computers out of the system, DTS has been able to reclaim software licenses to reuse on other devices already in use or on new equipment. This is a huge cost savings to the agency because it not only ensures they are not billed for devices no longer in use, but it saves the agencies money by being able to reallocate software licensed on these devices to other computers.

In addition, the Team has loaded asset management software on nearly 4,400 devices enabling many of these computers to automatically report back through the asset management software. This has or will increase the level of confidence agencies have in DTS to manage software loaded on their computer devices.
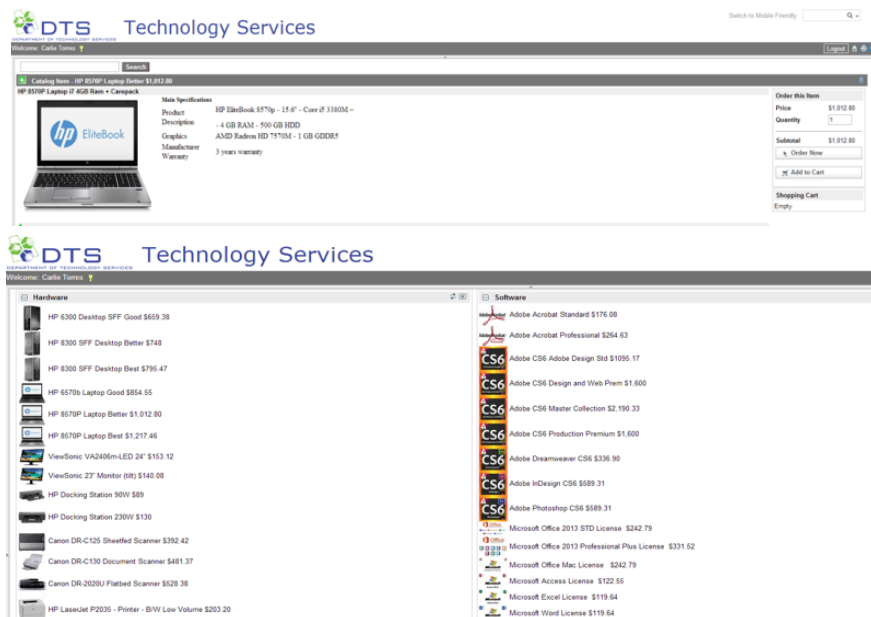
Implementation of New IT Procurement System

On June 10th DTS Finance the new State IT Procurement System. The new system provides an online shopping type experience for customers which will allow the most frequently purchased items to be requested quickly and with minimal information from the buyer. For these frequent items, bulk pricing can be negotiated with contracted vendors by DTS Procurement, eliminating the need for customers to seek out quotes and bids to find best pricing. DTS Finance staff also assisted in the restructure of approval paths and trainings for state employees.

The new system allows for a great amount of transparency that was not previously offered. With the new system, customers of DTS can track the progress from request until delivery to the end user; information that took a lot of time and many reports to obtain previously. In addition various other enhancements to the overall process that will allow DTS to be more efficient, effective and transparent in serving its customers in their procurement needs.

DTS Establishes Internal Audit Team

In January of 2013, an internal audit function was established at DTS. The internal audit group currently has an audit manager and two staff auditors- one is assigned to oversee HIPAA compliance audits and the other auditor works with state agencies who accept credit card payments to ensure compliance with PCI regulations.

The internal audit group created policies and procedures manual. The manual will provide guidance to ensure internal audits will be properly planned, test work adequately documented, internal audits will be properly reported. Standard forms have also been created that will help the audit process at DTS.

AGRC

DEPARTMENT OF TECHNOLOGY SERVICES 2013 ACCOMPLISHMENTS REPORT

First Release of a Statewide Address Points Map Layer

AGRC oversaw the construction and first release of a statewide map layer containing the location of Utah addresses.

This new public domain resource provides value to any process that needs to identify discrete addresses within a specific area or to find address locations at an enhanced level of locational precision. Emergency Response, Point of Delivery Sales Tax, and Elections Management are three important application areas. The statewide address point layer was built utilizing the expertise of Utah's county-level governments. This effort was made possible by a grant obtained from the Department of Commerce's National Telecommunications and Information Administration (NTIA), and facilitation by AGRC and the

Web API for Using Geographic Data: api.mapserv.utah.gov

AGRC published an application programming interface (API) that allows programmers to build in requests for geospatial data and services into new and existing applications. This allows the information content in Utah's State Geographic Information Database (SGID) to be put to work – locating, displaying, and analyzing agency business data – without any special GIS software or skills on the part of the end user. The initial release includes functionality for the location of addresses and highway/milepost locations, 'what's at?' queries against jurisdictional boundary data, and map data display. The address location component of the API will support traffic safety

Map Technology Support to State Agencies

The value of map-enabled data continues to grow for guiding management, improving the efficiency of operations, and communicating and coordinating among agencies and with decision-makers and the public. In addition to SGID activities, AGRC completed mapping technology projects, including application development, database hosting, data development, coordination and strategy. Among these, significant efforts included:

- a web-application to manage DAF Grazing Improvement Program grants
- contributions to the Utah's response plan for the Federal Highways MAP-21 roads inventory requirements
- updates to Watershed Restoration Initiative management application
- support/hosting for the state archeological site database
- legal descriptions for Utah road ownership assertions
- broadband speed and availability for consumers and institutions
- maintenance of incorporated boundaries, road centerlines, and voting precincts
- operation high-precision TURN GPS network, now with over 300 registered users

In FY 13, AGRC partnered on map technology initiatives with the following agencies:

Departments of Agriculture & Food, History & Arts, Environmental Quality, Health, Natural Resources, Public Safety, Transportation as well as the 911 Committee, GOED, Lt. Governor's Office, PLPCO, Public Service Commission, State Tax Commission, and SITLA.

2110 Sq/Mi

High Resolution Aerial Photography Partnership

Through funding partnerships with the USGS, State, and local government, AGRC successfully contracted for the acquisition and delivery of 5" resolution aerial photography covering 2,110 square miles of the urbanized areas along the Wasatch Front. The imagery collection flights were flown in the Spring and published in November. This public domain imagery is the latest addition to the State Geographic Information Database's (SGID) aerial photography collection that is made available for download or use as a web service.
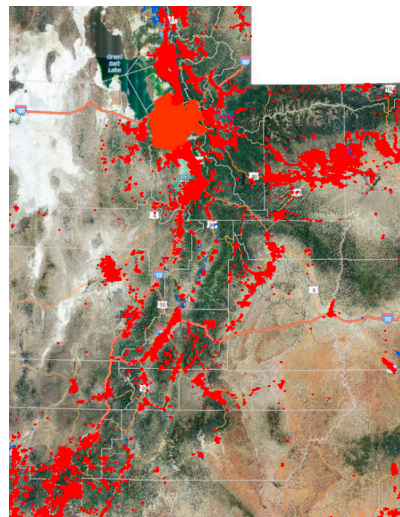
Since 1991, AGRC has maintained the State Geographic Information Database (SGID), a central repository of digital map data layers that depict both general map reference data as well as important agency business data. SGID data content and related web services are publicly available via AGRC's highly utilized gis.utah.gov website.

Human Services

DTS
Dept. of Technology Services

DEPARTMENT OF
TECHNOLOGY
SERVICES
2013
ACCOMPLISHMENTS
REPORT

DEPARTMENT OF HUMAN SERVICES

PALMER DePAULIS
Executive Director

Office of Recovery Services

LIESA STOCKDALE
Acting Director

State of Utah

GARY R. HERBERT
Governor

GREG BELL
Lieutenant Governor

{capFNAME}{spcFNAME}{capMNAME}{spcMNAME}{capLNAME}{spcSUFFIX}{capSUFFIX}   {TM_ID} {WRKR_ID}

{addrCITY} {addrST} {addrZIP}

RE: {intCapFNAME}{spcFNAME}{intCapMNAME}{spcMNAME}{intCapLNAME} {intCapSUFFIX}
         ORS Case No.: {CASE_NBR}

Federal regulations require the Office of Recovery Services (ORS) to enroll your child(ren) in a medical insurance plan and to provide you with medical insurance information. The information available to us at this time is that your child(ren) may be eligible for enrollment in the Defense Enrollment Eligibility Reporting System (DEERS)/ TRI-CARE, which is the insurance plan available to all dependents of military personnel. However, enrollment procedures for this plan require that either the non-custodial parent or the custodial parent enroll the child(ren). Since the non-custodial parent has not enrolled your child(ren) in DEERS/TRI-CARE, you must enroll the child(ren) in order to meet the cooperation requirements on your ORS case.

To enroll your child(ren) in DEERS/TRI-CARE, you must contact the nearest military ID Card issuing facility with the proper documentation to initiate enrollment for the dependent child(ren).   For more information regarding this process or for the enrollment site location nearest you, please contact the Defense Manpower Data Center (DMDC) Telephone Center from 6:00 a.m. to 3:30 p.m. Pacific Time, Monday through Friday at 1-800-538-9552.

You must enroll the child(ren) in DEERS/TRI-CARE and provide this office with the name and address of the insurance company as well as the policy number within 15 days of the date of this letter. Failure to comply with this request may result in closure of your ORS case or if you are currently on IV-A assistance removal from your

Automated Forms at ORS

During 2013, the infrastructure and batch forms which are generated by ORS were implemented through Adobe LiveCycle. The batch forms make up 70 percent of the volume of forms which are generated by ORS. At the moment, 63 batch forms and 13 interactive forms have been deployed to production. The batch forms include all of the high volume forms indicated as priorities by ORS, including notice to withhold, many order modifications, and many of the IVR followup letters. The interactive forms are all internally facing (used by ORS employees) and include the visitor log, ORSIS access request, conflict of interest,

exercise agreement, and vacation request forms.

A number of internal security and HR forms also were developed in Adobe Livecycle and put into production. Creating workflow processes within Adobe Livecycle has greatly enhanced the ability to generate a form, obtain approvals, store images of the form(s) and produce reports rapidly. The automated processes which are being used have greatly simplified internal forms processing.

A combined team of ORS and DTS employees are working on both enhancing the framework for the interactive forms and on increasing the number of forms deployed. From the beginning of the process, ORS and DTS have worked closely in creating the environment, defining and creating the forms, and in integrating the forms with other applications, ranging from the mainframe to the Content Management system used by ORS. DHS recently licensed Adobe Livecycle for the remainder of the department so others can see similar improvements in the coming years.
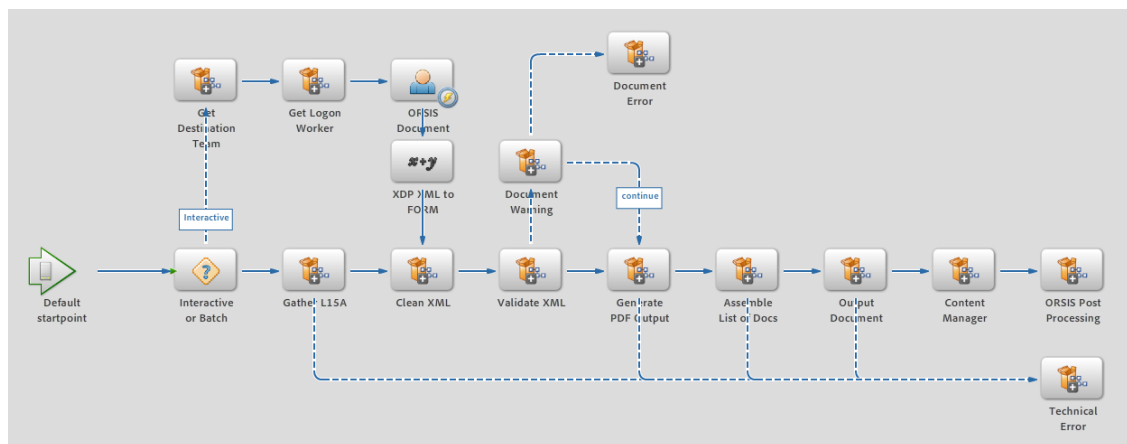
SAFE Trust Fund Accounting Module

During fiscal year 2013, a major focus of work for the DTS team at DHS was to move the existing SAFE Database from older hardware and software to state-standard Microsoft SQL Server Database Software and Windows hardware and to move forward on SAFE Modernization. The database conversion will be completed during fiscal year 2014. Modernization is an ongoing effort for several years. The first part of SAFE Modernization, the web-based SAFE Trust Fund Accounting Module was completed and deployed during fiscal year 2013.

The new web-based SAFE Trust Fund Accounting Module provides functionality for DCFS to manage trust accounts for foster children for whom DCFS has custody. The system replaced QuickBooks accounting for managing trust accounts. The SAFE Trust Fund Accounting Module serves to meet a federal certification requirement.

The architecture and framework built to support the SAFE Trust Fund Accounting Module lays the foundation for future web-based modules that will replace legacy SAFE functionality as part of the SAFE Modernization effort. Because the SAFE Trust Fund Accounting Module was the first SAFE Modernization Module, there was a significant investment in that architecture and framework in order to be able to implement the functionality. The SAFE Trust Fund Accounting Module was built to utilize the new Microsoft SQL Server Database Platform that will be the new database platform that SAFE will use following database conversion. The project provided the initial proving ground for changes to the SAFE Software Development Life Cycle that becomes the basis for Agile Methodologies that will be used throughout the SAFE Modernization effort.

The completion of the SAFE Trust Fund Accounting Project during FY2013 has provided important benefits to the Division of Child and Family Services. Additionally, the work to complete the SAFE Trust Fund Accounting module has provided the initial architecture, framework and software development methodologies upon which the rest of SAFE Modernization will be based. The work done in FY13 is now setting the stage for further progress.

Benefits

The SAFE Trust Fund Accounting system will increase worker productivity and data accuracy by:

- Automating all data transfers from the Office of Fiscal Operations (OFO) to the DCFS Regions

- Improving data integrity by providing additional validations

- Eliminating current duplicate data entry

- Automating the Request for Funds Process and making it more efficient by eliminating email and surface mail communications about the process

- Affording greater monitoring and security of signatures and the approval process

- Automating manual calculations

- Supporting the OFO and SAFE Technical Support Teams by providing remote assistance for the new system

- Providing reports to detect data integrity errors

CHILD & FAMILY SERVICES - SAFE

[Log Out] Help

Home | Trust Accounting

TRUST ACCOUNT LIST

Bank Account: All   Account Status: Open Trust Accounts   Create New Trust Account

Name	Account Type	Account Balance	Pending Balance	Balance Minus Pending	Birth Date	Primary Worker				Account Id
Top, Tree	Non-Dedicated	$908.37	$576.00	$332.37	5/14/2004	Cactus Flower	Transactions	Detail	Personal Need Funds Request	361
Apple, Crab	Non-Dedicated	$2,762.88	$0.00	$2,762.88	4/6/1995	Timber Line	Transactions	Detail	Personal Need Funds Request	362
Tree, Apple	Non-Dedicated	$1,701.26	$0.00	$1,701.26	12/29/1997	Rose Blossom	Transactions	Detail	Personal Need Funds Request	363

Tax Commission

DTS
Dept. of Technology Services

DEPARTMENT OF TECHNOLOGY SERVICES 2013 ACCOMPLISHMENTS REPORT

VADRS: Utah First State to Implement Motor Vehicle Functions

A new instance of GenTax is coming, focused this time on the motor vehicle functions administered by the Tax Commission. Much of the preparatory work has been done during FY2013, with roll out scheduled for early FY2014. Tax partnered with Fast Enterprises to be the first state to implement motor vehicle functions using GenTax, garnering significant attention from other states anxious to follow in their footsteps. The project team is completing development work and has been immersed in testing the system since March of 2013. Preparations are being made for training employees across the state and converting existing data.

Clean Up of Systems

With all tax types in GenTax, DTS helped the agency eliminate several small applications that are no longer needed, reducing the number of systems requiring support and the number of places where sensitive taxpayer information is stored.

Security Enhancements

Recent events have increased the state's emphasis on data security, something that has always been important to Tax. Responding to Deloitte recommendations that agencies take more responsibility for the security of their information systems, Tax hired two staff that are now focused on security at the agency. Specific steps are being taken to enhance the security posture of the agency, overseen by a project management group that meets at least monthly. The executive director is also serving as chair of the newly formed Security Council tasked with encouraging agencies to implement the Deloitte recommendations across the enterprise.

Agriculture and Food

DTS
Dept. of Technology Services

DEPARTMENT OF
TECHNOLOGY
SERVICES
2013
ACCOMPLISHMENTS
REPORT

Department Business Forms

DTS has worked with DAF to preserve, standardize form numbering, and track approvals for department business forms. DTS has also assisted the business as they put new procedures in place to manage and standardize business forms.

New Application Advantages:

- Source documents for forms will be stored in a business forms repository folder instead of being inadvertently destroyed.

- Source documents will no longer need to be recreated manually at every revision.
- Forms revisions will be published only after being reviewed by the appropriate people.
- Forms revisions will no longer break automated processes or fail to include required information.
- Standard general layout, including numbering (a new business process will require consistent logos, seals, headings, etc.)

Estimated Savings:

Time spent re-creating business forms instead of simply editing existing documents.

Product Registrations Online Applications and Renewals

The enhancement to Product Registrations allows registrants of Feed, Fertilizer, and Pesticide products to logon to the web site to renew registrations, edit list of registered products, submit product labels, and choose paperless renewals. It also allows new companies to register products and the public to lookup information about animal feed, fertilizer and pesticide products sold in Utah.

New Application Advantages:

- Allows customers to receive renewal notices faster.
- Allows customers to opt-in to receiving future renewal notices via email only.
- Faster turn-around for customers registering products.
- Reduced work load in the Plant Industry division.
- Reduced work load for the Administrative Services payment receipts staff.
- Reduced mailing costs for renewal notices.

Paperless Renewals

The enhancement to the Licensing and Establishment Registration applications allows customers to opt-in to get paperless renewals via email. This enhancement will also send emails containing a link to the renewal web page to all customers with an email address on record, stating that it is time to renew license/registrations and they can go paperless. As other applicable applications are enhanced, the paperless renewal option will be added to those applications also.

Advantages Include:

- Customers receive renewal notices faster.
- Non-English speaking customers can use web browsers to translate.
- Customers can opt in to receive future notices via email
- Foreign customers will no longer have to wait 1-2 months for postal mail to begin selling products.
- Office workload is reduced and manual errors eliminated.
- Postage fees reduced.

Estimated Savings: Up to $50,000 in postage, envelopes and handling

Insurance Dept.

DTS
Dept. of Technology Services

DEPARTMENT OF TECHNOLOGY SERVICES 2013 ACCOMPLISHMENTS REPORT

During FY2013, DTS has been able to assist the Utah Insurance Department (UID) with their goal of making services more accessible to the public. Many projects have been completed to automate processes that previously required manual intervention and to enable the public to directly access services
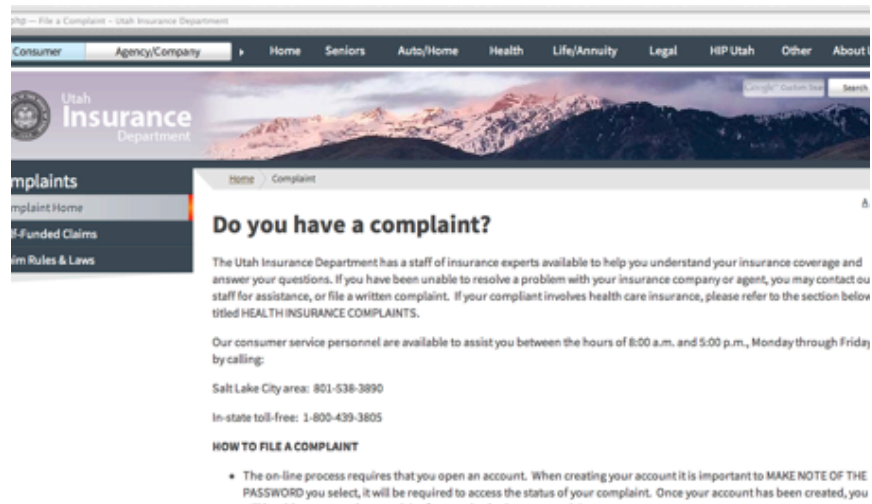

Consumer Portal Enables Residents to Track Complaints

Working with DTS developers, Insurance was able to implement a Consumer Portal enabling residents to enter and track consumer complaints at https://insurance.utah.gov/complaint/index.php.

Although the public has already had an electronic means of initiating a consumer complaint, the new Consumer Portal gives the consumer the ability to upload information related to their complaint online. Also, consumers can now actually track the progress of their complaints via the website / Consumer Portal.

New State of the Art Website for Captive Insurance

Using the resources of the shared Solutions Delivery Design staff, Insurance was able to launch an updated industry facing website for Insurance's Captive Insurance Division at http://captive.utah.gov .
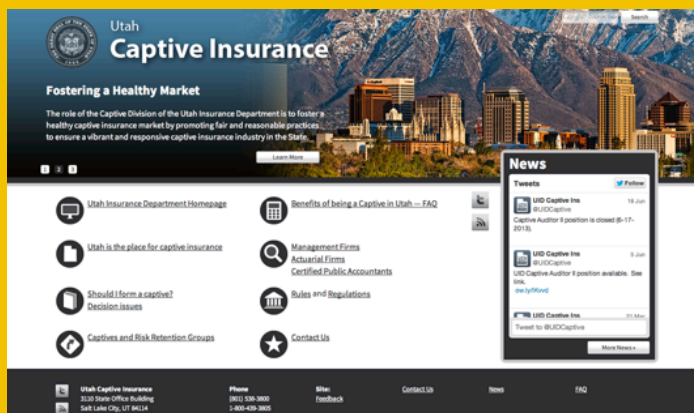
The new Utah Insurance Department Captive Insurance Division website utilizes state of the art web technologies to ensure it responds well to all screen sizes by adapting the elements and navigation based on the screen size. This includes everything from desktop computers to web-enabled tablets and smartphones.

To say that the Director of the Captive Division is excited about the new site is an understatement. He is excited that, "the new design makes it easier for people to navigate the site and find what they're looking for. One link provides basic information about what a captive is; another link lists the advantages to forming a captive in Utah, while another offers answers to frequently asked questions (FAQs) about fees, taxes, investment restrictions, and more." As he puts it, "Now, anyone interested in keeping up with the news from our division and the site can just sign-up to receive tweet notifications."

DTS
Dept. of Technology Services

DEPARTMENT OF TECHNOLOGY SERVICES 2013 ACCOMPLISHMENTS REPORT

2012 Presidential Election and Reapportionment

DTS Staff oversaw the 2012 election

The DTS GO staff oversaw the running of the 2012 election and the processing of its data. Not only did staff deal with reapportionment, but this year's election had a higher-than-normal turnout. The staff spent a great deal of time making sure applications were tuned and had enough hardware on standby to support the increased utilization. From an IT perspective, the election was a great success.

Among the more significant initiatives undertaken by DTS was that of redistricting / reapportionment. After the last census, the state legislature redrew congressional boundaries, which had an effect on other boundaries clear down to the voting precinct level. During that process, DTS staff implemented a geo-location feature within VISTA, the state's election management system. The staff had to work with the counties to adjust to using GIS in creating their precincts.

Additionally, the staff had to work closely with AGRC and lieutenant governor's office staff to comply with a new law requiring the verification of those boundaries. This was an enormous undertaking. The staff completed it on time and the process went very smoothly.

Implementation of GoCentral

GoCentral is a mini portal of sorts. It was designed to be a gateway for several different applications used within the Governor's office. Currently, it is comprised of a common authentication mechanism and two web applications, the Governor's Calendar and CAT, the Constituent Services Tracking System.

Both applications were released and have gone through several major upgrades during the last year. The users of the applications are happy with the functionality and have reported efficiencies being gained with the new programs. DTS will continue to add new applications to GoCentral as occasion permits.

DTS
Dept. of Technology Services

DEPARTMENT OF
TECHNOLOGY
SERVICES
2013
ACCOMPLISHMENTS
REPORT

UCJIS Rewrite

UCJIS
Utah Criminal Justice
Information System

BCI Rewrite is a 4 year project to modernize the Utah Criminal Justice Information System (UCJIS)

UCJIS provides criminal justice information to law enforcement agencies.

Applicant Background Check (ABC)

ABC is a new online application used by education, health, and other state agencies. The application automates applicant enrollment, background processing, and agency notification. The system uses Interfaces with the Automated Fingerprint System (AFIS), National Crime Information Center (NCIC), Criminal History, Statewide Warrant System, and other sources as needed. The ABC system has decreased the time needed to process applicants from weeks to days.

Enhanced Statewide Warrants

The warrants system is another online application that provides warrant information to Law Enforcement and the public. Enhancements have been made to give law enforcement visibility to all information pertaining to the warrant. Law Enforcement agencies now have the ability to add additional information (addresses, warnings, etc.) that is then shared with other agencies attempting to serve the warrant. The warrant system is interfaced with other state databases to provide law enforcement with the most current address information available. Address information is used by the application to generate letters notifying the persons listed on warrants of the warrants existence and gives instructions on how to clear up the warrant.

UTAH
DLD
Driver License Division

Driver License Rewrite

The Driver License Rewrite project started in 2010 and will be completed in 2014. In fiscal year 2013, programs were deployed providing access to the Association of Motor Vehicle Administrators (AAMVA) systems. These applications provide connection to the national Problem Driver Pointer System (PDPS), the Commercial Driver's License Information System, and other driver related systems. These applications are very complex and required years of development, coordination, and testing with AAMVA.

New business automation applications were also deployed that provide business processing for Medical Reviews, Hearings, and Points. Business processing ensures that departmental actions are acted on in accordance with current rules and policies; and, appropriate timelines are also enforced by the application. The new processing takes advantage of previously deployed automated letter creation and mailings applications.

DTS has worked with Public Safety to classify the data contained in Systems used by Public Safety. Using this information, Risk Assessments were conducted on all Public Safety systems. Risks identified were mitigated through policy changes and/or technology enhancements.

DTS
Dept. of Technology Services

DEPARTMENT OF
TECHNOLOGY
SERVICES
2013
ACCOMPLISHMENTS
REPORT

New Loan Review Application

ETS brings greater collaboration

New examination applications are being developed by the Federal Deposit Insurance Corporation with input from state banking departments and the Federal Reserve Board. They are being developed under the Examination Tools Suite, or ETS initiative. ETS aims to bring greater collaboration and modern technology to the examination tools and will combine current examination applications GENESYS (GENeral Examination SYStem) and ALERT (Automated Loan Examination Report Tool) into a single examination tools suite called SAGE (Supervisory Application Generating Exams).

The first phase of the ETS initiative was to develop and deploy a new loan review application know as ETS-ALERT and was completed in FY2013. The Department of Financial Institutions (DFI) has adopted this new loan review application which includes these major feature improvements:

- Simplified data import function
- No reliance on Microsoft Word, Excel, or Access
- Integrated tools (LPAT and Loan Sampling)
- Excel-like capabilities of sorting, filtering, and arranging data
- Interface with SAGE to simplify the Report of Examination creation process
- Electronic eLinesheets and eDiscuss-only
- Allow examiners to scan or save supporting documents, such as an appraisal or financial statement for attachment to a particular loan's eLinesheet
- Greater ability to manage the loan review process

△ alert

Examiner Scheduling

This past fiscal year the DFI made efficiency improvements in the exam scheduling process. With the transition to Gmail and other Google Apps, the agency took advantage of Google Docs and its collaborative functionality in Google Spreadsheets. Agency industry supervisors can now make individual changes to a centralized share scheduling spreadsheet. During their periodic scheduling meetings, agency management projects on screen the shared scheduling spreadsheet and can collectively work more efficiently through examiner resource scheduling. This new automated approach to exam scheduling eliminates the manual process of consolidating and updating paper copies of the scheduling report. Additionally, through Google Docs share capability, the agency can now easily share updated exam scheduling information with examiners out in the field.
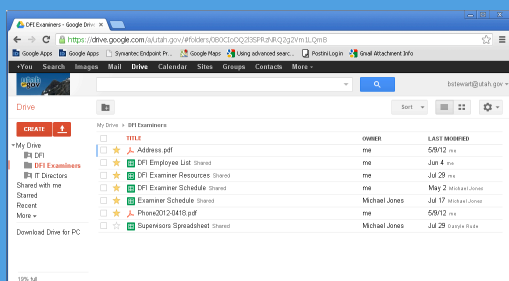
During FY2013, the Department of Technology Services initiated a collaborative project with state agencies to perform a security risk assessment of all state data systems. This security risk assessment insures that DFI properly identify and review data security threats and existing mitigation controls. From this comprehensive data security review, the agency has improved its data security awareness and mitigation controls which will better secure information systems that store, process, or transmit confidential data.

Alcoholic Beverage Control

DTS Dept. of Technology Services

DEPARTMENT OF TECHNOLOGY SERVICES 2013 ACCOMPLISHMENTS REPORT

Electronic Employee Evaluations

Each Year, store managers are required to perform yearly employee evaluations. In the past, managers did not have the ability to save those evaluations. They could only create the evaluation, print it and then close the program. So the hard copy was the only record of these evaluations.

DTS has created a new electronic system that allows the mangers to create, save, print and approve employee evaluations. It also gives Regional Managers the ability to review and lock all evaluations created by the managers.

Maintenance features have also built into the system to allow for updates to goals. Job descriptions and job requirements can be quickly updated.

Centralized Ordering

During the past fiscal year, DABC has seen the need to implement Centralized Ordering. Up until now, store managers have been creating and submitting their own store orders. This has created several issues for the department:

- No consistency of how each manager places their order.

- Hoarding of popular products.

- Inability to monitor stock outs, inventory fluctuations, item counts, etc.

- Inconsistent size of orders and work flow in the warehouse.
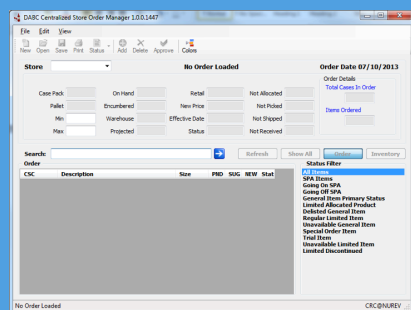
DTS was able to create a program which allows the purchasing department to create orders from the office. In addition to the Centralized Ordering application, many tools were created to help monitor 'out of stocks', inventory levels, 14 day safety stock, as well as a number of different items in the store and an algorithm that calculates sales on items on SPA.

Digital Price Book

DTS developed a way to electronically provide licensees with copies of DABC's monthly price books. In the past, DABC provided one hard copy of their price book to licensees for free. With the ability to provide electronic copies, DABC no longer sends hard copies of their price books to licensees. If a licensee wants a hard copy, they can purchase a copy from DABC. DTS also enhanced the subscription maintenance program which monitors which licensees want hard copies and keeps track of how many books they have purchased. The savings of this system to DABC is approximately $50,000 per year.

Salt Lake / Davis County 3 - Day Forecast

Wednesday	Thursday	Friday
Moderate	Moderate	Moderate

Current Conditions   Trend Charts

Recommend 725   Follow @deqdonna

Environmental Quality

DTS
Dept. of Technology Services
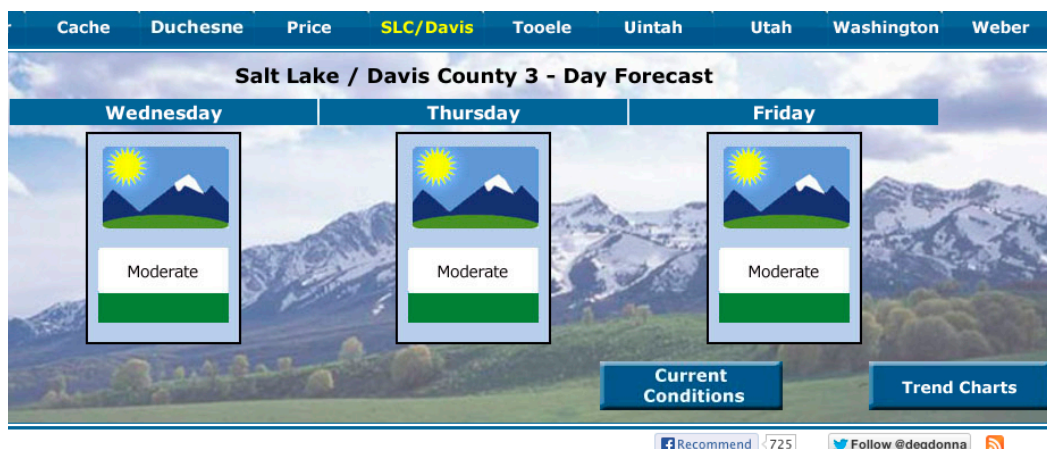
DP-1 Rewrite

DTS worked in conjunction with DEQ to rewrite the agency's DP-1 system. DTS was able to develop and deploy a department wide purchasing system. The new system allows any agency employee to initiate a purchase request and track the status through delivery and payment. Additional features include:

- Individualized workflows and approval criteria for each division
- Improved status tracking from request to final payment.
- Performance reporting identifies potential process bottlenecks.

Database Migration

DTS has worked to migrate the Oracle Database to the enterprise environment. This process involved replacing aging physical servers with VM servers, which improved speed and efficiency; 24 hour support has been improved; and, DTS was able to gain and repurpose 1/2 FTE to improve support of DEQ's document management system.

DTS also migrated Radiation Control's database from the Sybase platform to DEQ's enterprise Oracle Database. Applications were updated and improved during this process, including the deployment of a simplified document scanner interface. DEQ has recognized ongoing savings of $16,000 annually through the elimination of licenses. There is also an additional estimated savings expected of $15,000 annually through the reduction of server requirements.

Ambient Water Quality Management System Deployment

The Ambient Water Quality Management System version 2.0 development was completed by DTS and the the system was deployed to production for the Division of Water Quality to help perform quality control and report sample data to the Environmental Protection Agency. Features of the new version of the system:

- ATTAINS federal reporting and field trip planning modules included in this release.
- Provides a central point for the collection and dissemination of water quality data for staff and outside entities.
- Possible use by the Division of Oil, Gas, and Mining at the Department of Natural Resources for the reporting and recording of water samples at permitted mining operations.

DTS
Dept. of Technology Services

DEPARTMENT OF TECHNOLOGY SERVICES 2013 ACCOMPLISHMENTS REPORT

Health Online Services

- Report Medicaid fraud, waste and abuse
- Order a birth certificate
- Apply for medical assistance
- Abortion: Informed Consent Materials
- Find a licensed child care provider
- Apply for Baby Your Baby, Baby Watch, Children with Special Health Early Head Start
- Verify a physician's, nurse's, pharmacist's license
- Compare nursing home quality information
- Compare hospital quality information
- Other hospital quality reports
- Find a home health care agency
- File a child care facility complaint

HEALTH
Online Services

The Utah Medicaid application was enhanced to accept attestations from eligible providers who adopted Electronic Health Record (EHR) technology and disperse incentive payments. Utah Medicaid was the first state in Region 8 to achieve this goal. The Medicaid and DTS team working on the project received a Department of Health award recognizing their efforts and the importance of this project in improving both the efficiency and effectiveness of the department.

USIIS Upgrade Increases Functionality

The Utah State Immunization Information System (USIIS) was enhanced with several major upgrades during 2013

The vaccine inventory management sub-system was enhanced to function with third party Electronic Medical Record (EMR) systems. Previously, Health providers using a third-party were unable to utilize the full functionality of USIIS to track and order vaccines, and submit usage accountability reports to

the Department of Health. This upgrade greatly simplifies this process for the providers, as though they were entering USIIS through the native application developed by the State.

The common format for exchanging electronic messages in the health world is the Health Level 7 (HL7) format. A web-service was implemented this year to allow for message exchanges by many providers who had requested this service, as well as to meet the Centers for Disease Control (CDC) recommendation that states provide this service. A two-way real-time HL7 interface was also developed to provide several major public health departments

in the state a more efficient communication path. Both of these HL7 upgrades have increased the usability of USIIS to both the State and health care providers.

A Vaccine Ordering Module System (VOMS) web application was added to USIIS in May 2013. This allows health providers participating in the federal Vaccines for Children program to order vaccines electronically from the CDC. This process was previously a paper-based process. Significant time savings to both the provider community and the State's Immunization Program staff have been the result.

5010
Implementation Brings Many Improvements

DTS worked with DOH to implement the Medicaid 5010 project, which allows vendors to submit real time HIPAA eligibility and claim transactions in the newly required 5010 EDI standard. This significantly improved the slower batch processes in place and meets the requirements of the federal government's new standard.

The 5010 project was implemented using Oracle's Service Oriented Architecture (SOA), becoming one of the first SOA installations in the state. It is the architecture on which the new MMIS application will be based, thus giving DTS staff experience in preparation of supporting this technology.

DTS
Dept. of Technology Services

DEPARTMENT OF
TECHNOLOGY
SERVICES
2013
ACCOMPLISHMENTS
REPORT

New Online Hunting and Fishing System

DTS worked with DNR to release a new Online Hunting and Fishing application on January 15, 2013. This is the latest revision of the 10 year old licensing application. The revision was a collaborative effort between the DTS Wildlife Licensing development team, Utah Interactive, the business users at the Division of Wildlife., and public input (during the design and testing phases).

All of the business logic was removed from the web front end and placed in the backend database in a set of five stored procedures. This allows the new web front end to be lighter (smaller code size), easier to customize (look and feel separated from the backend logic), and less prone to security issues (SQL injection and Cross Site Scripting vulnerabilities were accounted for, tested and eliminated). This approach also creates an insulating layer between the front end customer and the database, improving DNR's ability to protect the customer's data.

The update includes the addition of several new marketing features:

- Customers can review all current and prior licenses (both those purchased and received as gifts) along with all DNR sponsored training and education.

- The system summarizes the results to suggest additional buying and learning opportunities for the customer, such as featured additional licenses (combination licenses, specialty hunting licenses or early license renewal) which gives the customer full credit for the remaining months on the current license, and the customer may purchase training courses.

- Improved buying experience for licenses purchased through a draw, specifically locking the customer selected license for a longer period of time allowing them to procure it via credit card, debit card, gift card, or other electronic means. In the past the timeout lock was very short and often resulted in a payment being processed for a license already returned to the draw pool, confusing and frustrating the customer and sales staff.

During FY2013, the Department of Technology Services initiated a collaborative project with state agencies to perform a security risk assessment of all state data systems. This security risk assessment ensures that DNR can properly identify and review data security threats and existing mitigation controls. From this comprehensive data security review, the agency has improved its data security awareness and mitigation controls which will better secure information systems that store, process, or transmit confidential data.

DEPARTMENT OF
TECHNOLOGY
SERVICES
2013
ACCOMPLISHMENTS
REPORT
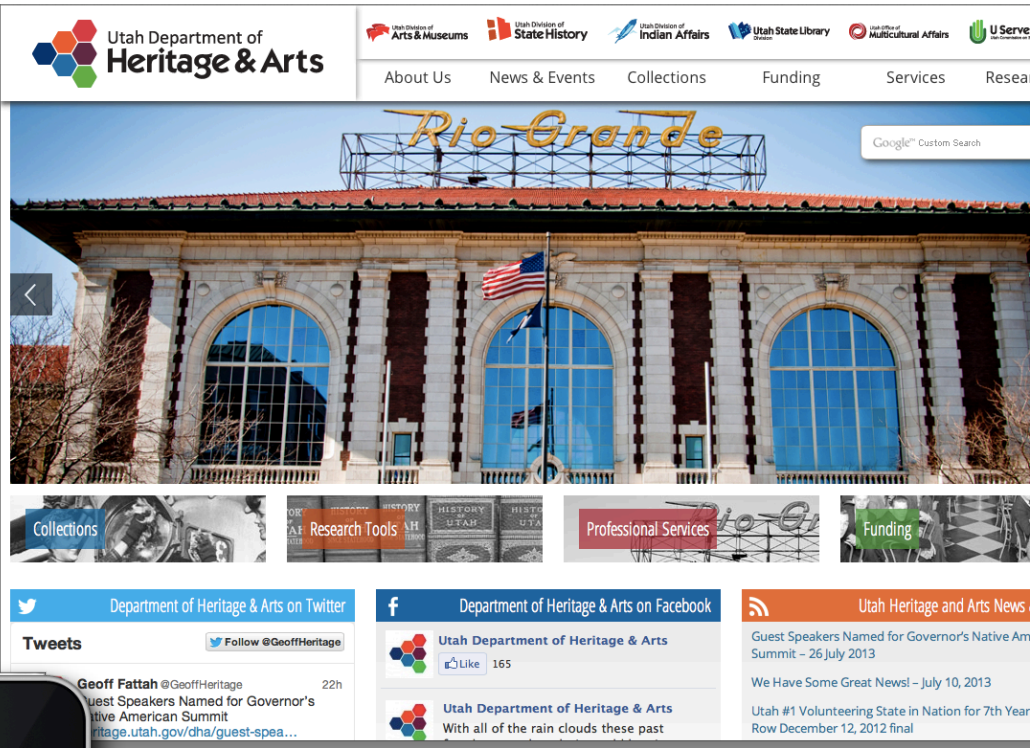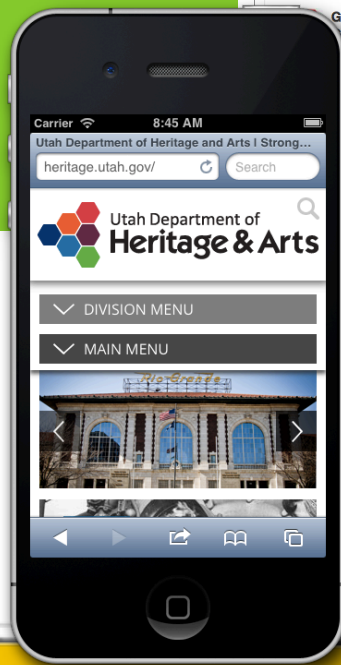
Improved Department Website

The Department of Heritage and Arts collaborated with DTS for website development, support and maintenance. In June, this team rolled out a totally redesigned site for the Department and its subdivisions. The new website actually combines six previous division Websites into one, enhancing the unity of the department, and improving the customer's experience. The new website also uses a consistent set of tools for easier on-going content management and site maintenance. The new website incorporates accessibility guidelines and it is more mobile-friendly.

Automated Media Circulation

Inspired by a shipping model used by 1-800-CONTACTS, the Utah State Library designed and installed a system to automate circulation of media for the blind and vision impaired. This new system uses a two-stage scanner to verify the identity of the media via bar code and ensure that all parts of the media are present by RFID tags. Items then pass on a conveyer belt to a sorter to be returned to the shelves. As employees return items to the shelves, the items are scanned allowing them to be returned to the closest shelves. This also ensures that items more commonly checked out work their way to the closest shelves reducing time to pull requested media.

By implementing this system, media is now available to be checked out within 3-5 days from the time it is returned. Under the previous manual system, items were taking up to thirty days before patrons could request them.

DTS
Dept. of Technology Services

DEPARTMENT OF TECHNOLOGY SERVICES 2013 ACCOMPLISHMENTS REPORT

Utah Governor's Office of Economic Development
BUSINESS • TOURISM • FILM

CORPORATE RECRUITMENT & INCENTIVES

...r of quality jobs in Utah by help-
...pand and by recruiting new com-

...able for business relocation and
...es that create new, high-paying
...tah's standard of living, increase
...retain top-level management and
...ny.

Improved Corporate Incentive Program

The Governor's Office of Economic Development and Department of Workforce Services collaborated on a project to automate the collection of economic indicators from businesses who have received corporate incentives. The Corporate Incentive program is responsible for bringing hundreds of jobs to Utah. In order to evaluate the efficacy of this program, companies sent aggregated statistical information to the Department of Workforce Services who in turn shared it with GOED. GOED uses the data to evaluate both the efficacy of past incentives and also direct future awards to areas where the funds will have the most effect.

This year GOED developed a web form integrated with an internal database allowing industry reporters to submit indicators directly. The efficiency gained has saved a full-time employee moving forward and drastically reduced the time required to compile the data into a finished report.

During FY2013, the Department of Technology Services initiated a collaborative project with state agencies to perform a security risk assessment of all state data systems. This security risk assessment ensures that GOED can properly identify and review data security threats and existing mitigation controls. From this comprehensive data security review, the agency has improved its data security awareness and mitigation controls which will better secure information systems that store, process, or transmit confidential data.

DTS
Dept. of Technology Services

DEPARTMENT OF
TECHNOLOGY
SERVICES
2013
ACCOMPLISHMENTS
REPORT

Case Action Plan Module

Second module of O-TRACK converted to web environment

A two and one-half year project, this was the UDC's highest priority. It was part of the long-term strategic plan for decreasing recidivism and increasing effectiveness of program interventions with offenders.

CAP supports all offenders programming throughout the agency covering such areas as: case management and administration, auditing, assessments, case planning, offender management reviews, education, employment, treatment, prison visiting, release planning, reporting to the Board of Pardons and Parole, parole supervision, and the collection and management of numerous areas of offender information.

This module is used by staff in Institutional Operations (Prisons), Adult Probation and Parole, Programming Services, Correctional Industries, Planning and Research, the Board of Probation and Parole, and other units. Because of data now available, Corrections will also be able to better assess offender progress and program effectiveness.

Updated Web Sites

DTS upgraded the production environment of the UDC Public Web Site to use the new content management tool (JOOMLA), previously installed in development for testing. The team created and installed a new administrative function for the web site to allow the Public Relations Officer to edit and control the publishing of content provided by other designated agency staff. DTS installed a new extension to the web site to provide a forum for open, online discussion between members of the public and the UDC leadership. Additionally, a new extension was installed for the website to allow and enhance direct access to the web site through mobile devices.

F-TRACK Mobile Pilot Project

DTS and UDC conducted a pilot project exploring the use of mobile devices to access and use the F-TRACK web application in active parole supervision activities. Approximately 10 devices were used. Several parole agents used them for a month in their various work assignments and locations to directly access information, and perform and record their activities. This was a huge success, as access was easy and fully functional. Significant time savings were reported. This also provided opportunity to implement and test the evolving security products and approaches DTS is using for mobile technology going forward.

DTS created a comprehensive list of agency systems for UDC, and provided orientation and assistance to the UDC management in completing a data classification exercise. This resulted in each system being designated as restricted, private, or public. This enables the agency to prepare assessments and plans for improving the security protections for all of its data systems.

DTS and UDC organized and conducted risk assessments on 70 systems operated by the UDC. This provided for a thorough review of all agency applications, a better understanding of each at a detailed level, the identification of potential threat sources and actions, the review of existing mitigating tools and methods in place, an assessment of current risks, and planning for further protective actions to be pursued to protect the data and the applications.
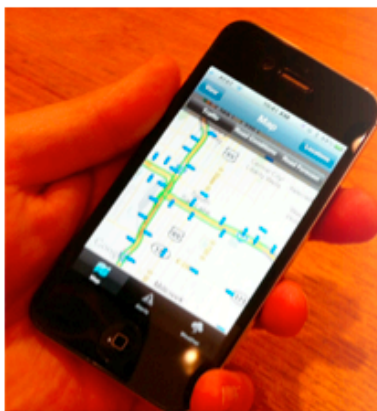
Transportation

DEPARTMENT OF TECHNOLOGY SERVICES 2013 ACCOMPLISHMENTS REPORT

GET THE UDOT TRAFFIC APP
now available on the iPhone and Android smartphones

UDOT TRAFFIC

Project provides enhanced electronic permitting functions

This project will provide enhanced electronic permitting functions to blend current web-based the current web-based permit application and payment tools with automated and semi-automated routing functions. System interfaces will include both static information, such as infrastructure

Motor Carrier - URoute Updates

(bridge, tunnel, high-masts and other roadway inventory), and dynamic information such as construction roadway restrictions and incidents. Additional elements of the project will include a permit holder notification sub-system which would allow for "pushing" route-specific closure and incident information to permit holders. The specialized information technology software needed for this project at the Utah Department of Transportation is to:

- Provide software for an interactive truck / load routing system for specific vehicle envelopes and load types.

- Online automated routing functions interface with DEPARTMENT's trucking

permit system to allow for rapid routing of certain load configurations.

- Send selected route data to Motor Carrier System (MCS).

- Functionality to provide divisible and non-divisible bridge (vehicle wheel base) formula calculation and return calculation to department's Permit system.

- Automated routing for specific vehicle envelopes and load types.

- Provide historical routing data to allow customer to select from previous routes.

- Create dynamic linkage/interfaces to UDOT system

UDOT Projects (TIGS)

DTS has been working with UDOT to create new public web pages, allow updates into database, internal interface, revised Federal Safety Funding screen, revisions to new public web pages, and current database and data gathering.

This will provide more accurate and consistent funding and project information for a variety of users from UDOT management to legislators and citizens. The public will be able to locate the information visually. Information will be available on all projects and will be updated automatically from existing data sources. Ultimately, the Transparency in Government Spending site will provide additional transparency to the department's project information.

UDOT Projects provides easy public access to all pertinent data. Providing the public a manageable way to obtain project information 24/7. On-line information about UDOT funding sources for the various aspects of UDOT's activities and indicates how these funds are spent will be available. DTS will utilize GIS techniques to deliver information to the system user.

Labor Commission

DEPARTMENT OF TECHNOLOGY SERVICES 2013 ACCOMPLISHMENTS REPORT

LABOR COMMISSION STATE OF UTAH

ï»¿ 160 E. 300 S., 3rd Floor, Salt Lake City, UT 84111
(801) 530-6800 or (800) 530-5090
laborcom@utah.gov
Hours: Mon-Fri 8am-5pm

Home   Services   Divisions   Forms/Publications   Media   Calendar   About Us

Home > Antidiscrimination and Labor

Should a claim be filed with the Wage Claim Unit?

The Wage Claim Unit can only accept claims for Utah wages earned within the last year from the date the wage claim is filed. Claims must also be for at least $50 but no more than $10,000. We do not have jurisdiction over public employees. If you do not meet the requirements for a claim with the Wage Claim Unit, you may be able to file a case in Small Claims Court.

Is the amount of my claim at least $50 but no more than $10,000?
○ Yes ○ No

Did you earn the wages for the claim as a public employee?
○ Yes ○ No

Were the wages for the claim earned within the last year?
○ Yes ○ No

Were you employed in Utah?
○ Yes ○ No

Deployment of the Online Wage Claim application allows Utah residents to report wage claim or wage discrimination issues online.

Addition of Carrier Tracking for Policy Application

The Policy application monitors Utah employers for workers compensation coverage and enforces work flow processing for open investigations against employers. The Carrier Tracking component adds the ability to track accuracy and timeliness of data being submitted by insurance carriers and gives ability to Policy staff to enforce penalties for untimely or inaccurate data.

Online UI Lookup Application

Successful deployment of this application allows insurance carriers and claim administrators to look up the Unemployment Insurance (UI) Number for employers they are currently covering for Workers Compensation. This application is provided to allow the carriers to prepare for the Labor Commission's next phase of policy data reporting that will require the UI number.

During FY2013, the Department of Technology Services initiated a collaborative project with state agencies to perform a security risk assessment of all state data systems. This security risk assessment ensures that ULC can properly identify and review data security threats and existing mitigation controls. From this comprehensive data security review, the agency has improved its data security awareness and mitigation controls which will better secure information systems that store, process, or transmit confidential data.

DTS
Dept. of Technology Services

Commerce

DEPARTMENT OF TECHNOLOGY SERVICES 2013 ACCOMPLISHMENTS REPORT
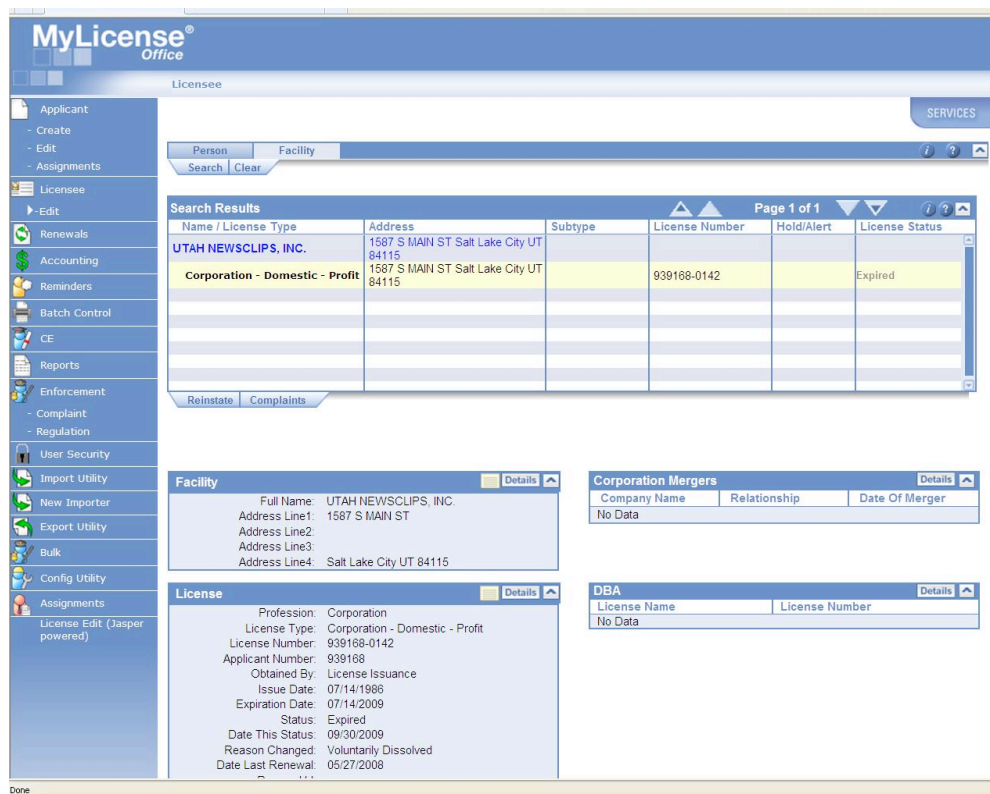
Move to Web-Enabled Version of Licensing Enforcement System

The License Enforcement System (LES) is the primary application used throughout Commerce for licensing, registration, renewal, and investigative functions, and essentially all administrative functions of the agency charged to them as their statutory duties.

During FY2013, Commerce completed a major upgrade of the Licensing Enforcement System to a new web-enabled version of the Software. The new software contained many improvements in functionality, including:

- Being web-enabled; thereby eliminating the physical restriction and support issues of a client server application.
- An integrated document management system that, once deployed, will allow users to be able to bring up a record's associated images without having to go back and forth between two systems.
- Templates to allow for new on-line 'self-service' screens that the public can use.
- Integration of the on-line screens to the main software and the elimination of the need to interface and load data from an outside source.

The implementation team was tasked with the following:

- Managing all user acceptance testing
- Training the trainer
- Modifying and validating all interfaces to and from other applications
- Creating all new templates
- Modifying and Rewriting reports.

The new system was deployed in December 2012 and the project was completed on time and within budget.

Additional Accomplishments 2013

During FY2013, DOC has been able to implement many other improvements, including:

- Secured Credit Card point of sale: Credit cards for point of sale moved from an internet approval application to a more secure telephone card swipe. Telephone lines had to be dropped and processes revamped.
- UCC Oracle Database update: The UCC application moved from 10G to 11G. The database now resides on the same database server with CSD and LES/MLO. Now, all Commerce applications are on the same Oracle server, saving the agency money.
- Content Manager Virtualization
- Implemented SSL
- New Online Pharmacist Training Application

Human Resource Mgt.

DTS
Dept. of Technology Services

DEPARTMENT OF
TECHNOLOGY
SERVICES
2013
ACCOMPLISHMENTS
REPORT

Upgraded Business Objects Reporting Environment

Time Entry Interface

DTS and DHRM partnered with Finance, DFCM and State Mail to create an interface that would extract, transform and send data to payroll. Prior to the automation, DFCM and State Mail payroll were being hand entered by ERIC staff which took two full days to complete. This new process reduced time and resources and was subsequently selected for the Governors' Award for Excellence. This was a significant win for DHRM considering the time and effort it was taking the DHRM ERIC staff to gather review and process manually the information from State Mail. This automation saves the business staff time and effort and reduces cost.

DTS collaborated to move DHRM's existing outdated SAP Business Objects reporting application to new hardware and upgraded software.

DTS worked very closely with the Business Staff in DHRM. This became a very good partnership between IT and Business to accomplish a much needed upgrade. The system that was being used prior to this upgrade was very outdated and there was no staff from DTS that could simply upgrade to the new Business Objects product. Since DHRM depends so heavily from a Business prospective on this tool it became imperative to successfully find a way to move forward with an upgrade.

Conversion from Sybase to SQL Server

Database conversion was completed with the following benefits: data is encrypted at rest and databases are hosted by the central DTS database group. This is a very important and significant accomplishment. Much of the HR information for the employees of the state is considered personal private information and therefore must be considered sensitive in nature and secured appropriately. In an effort to protect this information DHRM, working with the DTS central database group, converted all of DHRM from using Sybase database supported by DTS staff to using Microsoft SQL database supported by the central DTS database group. This allowed DHRM to encrypt the data and reduce the cost of acquiring encryption licensing from Sybase. This has been a big win for both IT and the DHRM business staff.

Workforce Services

DTS
Dept. of Technology Services

DEPARTMENT OF TECHNOLOGY SERVICES 2013 ACCOMPLISHMENTS REPORT
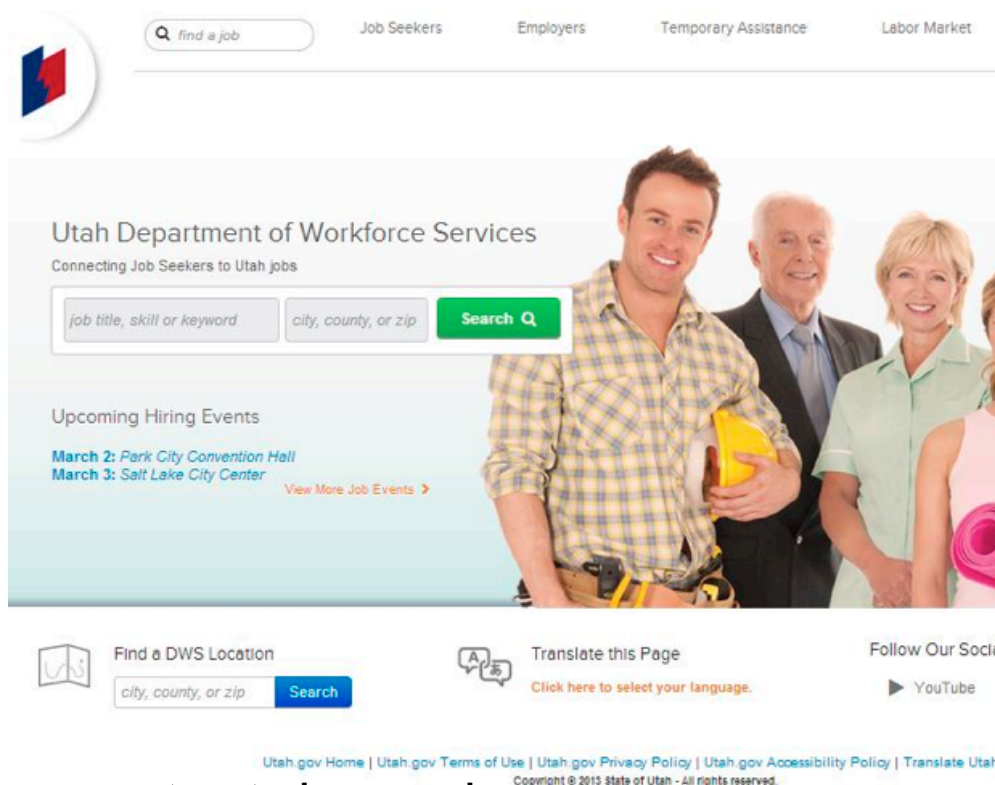
DWS Website Redesign

Jobs.Utah.Gov is the most used State Website

The site consists of four major applications: job search (UWORKS), unemployment (CUBS & CATS), and public assistance (myCase). With the exception of CATS, the remaining three applications were integrated with each other to allow shared customers to move between services/apps. DWS staff along with DTS staff worked with Utah Interactive to develop a new, consistent look and feel for the website utilizing standard web development tools like Bootstrap. This was done to provide

consistency and mobile responsiveness across all applications in jobs.utah.gov. Once the new framework was approved, This was a large project to complete in a short time frame.

The UI websites are some of the oldest in the Department. Many of the screens and functions were so old that it wouldn't allow the new features of the web design to work. The team not only added the new changes to the UI web sites, but also rewrote many of the older pages. The new site also has a responsive design. The CATS website is one of the oldest in the department and most difficult to convert. Because of the

efforts of the team, the UI web sites are a success and also are size responsive to the different web environment from a full desktop to the smallest smartphone.

The myCase team worked many hours to coordinate the look and feel of myCase to be consistent with other pages on jobs.utah.gov. This provided a cleaner, simpler and more user-friendly experience to the customer as they used all of the systems across the DWS applications. At the same time, myCase was updated to a more current version of Tomcat 7 and Liferay 6.1. This allowed for better performance of the overall application.

ACA Project

In January, 2013, the Utah Affordable Care Act (ACA) project was formally organized. Pre-mobilization activities included the planning, staffing, and federal funding required to deliver all requirements necessary for Utah to meet the enrollment and eligibility requirements and deadlines for the ACA.

The project has met all project deliveries, on time and above expectation, and remains well within the project budget. The project remains slightly ahead of plan for October 1, and January 1, 2014 production deadlines.

CMS reviewed the progress of the ACA implementation project in Utah. This is a summarization of the report: *"Utah has accomplished an amazing amount of work bringing the state's E&E (Eligibility and Enrollment) system in compliance with the Affordable Care Act in a very short time, and we look forward to the Final Detailed Design Review, which we will begin planning for early August."*

eREP Upgrades

Overall Reduction of defects & Change requests

Change Requests decreased from 92 to 47. Production Defects decreased from 55 to 39.

The decrease is attributed to stabilization in practices of reviewing requests (size/scope), and better testing efforts to ensure the delivery of code is correct the first time.

One Decision

DTS helped DWS move from a batch process to issue eligibility benefits to an online immediate issuance. This resulted in savings of 150 hours a month of nightly batch time and hours of on-call nightly monitoring.

JBoss-drools for Risk Engine

eREP's implementation of the Drools risk engine was a significant technology improvement to the previous rules engine. The risk engine allowed business to create new rules for evaluating the eligibility of cases more efficiently without requiring code changes.

The primary long term benefits of this new technology are the following:

- Reduce number of servers needed to support eREP
- Improve overall performance for eligibility determination
- Remove dependency on unsupported software

Utah once again has won the Triple Crown award from the Department of Labor for having the number one rated systems in Benefits, Tax, and Appeals. Both the UI Benfits system (CUBS) and the UI Tax system (CATS) reworked the web application to a common look and feel within DWS. It also created responsive designed mobile web pages that resized and displayed content based on the target devices.

Department of
Workforce Services
Utah's Job Connection

Menu | Help | Log Out   Back | Print | Add | Delete | Edit |

Grant Tracking

Search Criteria

Program Areas: All

Showing 1 - 50 of 74 | Next

Grants

The Grants that match your criteria appear below. You can click on the Grant title to view the details.
You may also select multiple Grants at once and mark the all as Underway.

Grant Number	Status	Year	Grant Title	Program Area	Organization	Grantee	Contract Owner	Funding Opportunity	Budget
132350	Underway	2013	Bridge Grant	Bridge Program	A-Crew Electric Incorporated	Blake Sparks	Anthony Baker	00007 - Small Business Bridge Program	$1
00282	Underway	2013	Growth of current business activities	Bridge Program	Anvil Construction, Inc dba Anvil Cabinet & Mill	Randy Deem	Anthony Baker	00007 - Small Business Bridge Program	$3
132389	Underway	2013	New Hire for additional Construction work	Bridge Program	Automated Mechanical	Damon Shuman	Anthony Baker	00007 - Small Business Bridge Program	$
132393	Underway	2013	Human Resources Manager	Bridge Program	Autonomous Solutions, Inc (ASI)	Dalynn Jones	Anthony Baker	00007 - Small Business Bridge Program	$2
132352	Underway	2013	tire store	Bridge Program	Basin Tire	Stacie Bertoch	Anthony Baker	00007 - Small Business Bridge Program	$2
00039	Underway	2013	wholesale distributor	Bridge Program	Basin Wholesale West, Inc	Blaine Winterton	Anthony Baker	00007 - Small Business Bridge Program	$
132391	Underway	2013	Owner	Bridge Program	Bear River Cabinetry	Steven Jensen	Anthony Baker	00007 - Small Business Bridge Program	$1

Finance Webgrants

Webgrants is an online system that allows DWS to post funding opportunities (grants) that are available through the Department so that outside persons/employers that are interested may apply for funding opportunities that are available.

Webgrants allows internal staff to post all information associated with the grant online and for others to create logins and apply for the grants online. The entire process can be handled through an online exchange, including EDO signatures. Forms can be created within the system and are customizable. All attachments can be added through the system and the grantees can upload any information that may be needed for their proposals.

Webgrants is set up so that grantees are able to submit claims (invoices) directly through the system. The goal is to have an interface built with FINET so that payments can be made automatically without having to go through the Accounts Payable Process.

CATS Upgrades

The CATS desktop system and Website had several large projects completed in FY13:

- Improved process for processing large wage files
- Allowing employer to submit an EFT for a future quarter (Pre-payment)
- Complete overhaul of security on the website including:
  - Encrypting all files that are uploaded
  - Encrypted passwords in the database
  - New process for user registration requiring stronger passwords
  - New procedure for retrieving lost passwords
  - Archiving of sensitive data after a set amount of time
  - Updated Wage File Processor to encrypt wages files sent on CD

In adhering to the Governor's request to have more services online, CATS has successfully increased the number of employer online filings over the years.

DTS
Dept. of Technology Services

UTAH DEPARTMENT OF **ADMINISTRATIVE SERVICES**

DAS HOME | ARCHIVES | FACILITIES | FINANCE | FLEET | GENERAL SE

HOME

SERVICES ELEVATED

OUR MISSION:

Deliver support services of the highest quality and best value to government agencies and the public.

DAS provides high-quality, affordable infrastructure products and services to Utah state government, education, and political subdivision customers to help them provide better service to the citizens of Utah and support for Governor Herbert's focus on economy, education, and energy.

These products and services include procurement, financial accounting, debt collection, risk management, fleet operations, mail, archives, administrative rules and facility and construction management. Many of these services are also available to cities, counties, school districts and

Increased Security for the Division of Finance

Over the past year, several updates were made to IT systems to improve security

Internal Firewall. Finance finished implementation of an internal Firewall across all of their servers. This internal firewall, along with the State's perimeter firewall, helps to prevent unauthorized access and disclosure of sensitive data.

24 X 7 Monitoring. Finance implemented 24 X 7 monitoring for all servers. DTS has a monitoring system that will detect data movement at the perimeter firewall and block the transmission. A "warm" body DTS Security employee will contact the Division before allowing the data to transmit.

GEO Blocking. Finance implemented GEO blocking at the State's perimeter firewall. Certain regions are blocked from accessing any of Finance's servers.

Data Redaction. Finance redacted significant amount of sensitive data in the State Data Warehouse. Over 6.9 million records were redacted in the "historical" Data Warehouse and over 2.1 million records in the "current" Data Warehouse. The records redacted were those containing Social Security numbers.

Server Scans. Finance has scanned all of their production servers containing "restricted" data. The DTS Security Department runs these scans and provides the results. Working with internal System Administrators, all possible vulnerabilities have been remediated.

Oracle Database Encryption. Finance has purchased the Oracle licensing that will allow implementation of Oracle data base encryption at rest. Along with the Payroll system, all Oracle data bases will be encrypted.

File Encryption. Finance has implemented automated processes for encrypting interface files received from agencies and departments throughout the State. Interface files are transmitted across a secure protocol. Once received and loaded into environments, Finance immediately encrypts and stores the files in history long enough to insure they process correctly and can be used for recovery in the event of a failure. After such time, the interface files are deleted.

Encrypted Transmission of Data. Finance has implemented encrypted transmission of data (https). Most recently, Finance moved the Content Manager system behind a secure certificate which encrypts the data as it is transmitted from the application server to the user's desktop. Restricted applications like Payroll, Finet, and Cognos have encrypted transmission of data.

The Office of State Debt Collection implemented a Driver's License Look-up process using the Public Safety web service. This allows real time access to driver's license data. Data used in the past was several years old. OSDC also implemented an auto load process which automatically loads interface files after they are put on the server. It also logs data about the load process.

FLEET Finalized Repair Price Management System

The Repair Price Management system (RPM) is an online application used for call center capabilities. Internal Fleet Operations personnel use the system to record repair and maintenance performed by vendors for State vehicles. As a replacement to using an outside vendor for this purpose, the system allows DAS personnel to verify charges and perform quality control. Warranty work and unnecessary labor and/or parts can be caught and provide cost savings to the State.
RPM is easy to use and allows personnel to record all information on one screen. It displays all relevant information for the vehicle in order to make informed decisions. Behind the scenes, work orders are created and loaded to FleetFocus (vendor product that houses all vehicle data) for historical purposes.

Payroll Enhancements

Travel Management Deployment. Travel reimbursements for DAS employees are now being paid through payroll.

Upgrade to Enhancement Pack 5 (EHP5). SAP completely revamped the look and feel of ESS as well as the way that ESS is configured. SAP changed from JAVA based coding to Web Dynpro for ABAB (an SAP proprietary language).

Converted the Way Roles are Assigned on Employee Self Service (ESS). In the past, payroll required a form from the agencies notifying Finance if they want their department to have basic ESS or ESS with time entry. Finance modified 14 programs and changed the process to allow the agencies to do the election online.

Archives Integration with Gmail

The Archives APPX system has integrated with Gmail in a number of different ways. Within the application, users can connect to a Gmail account and send an email. Sometimes the account connected to is a shared account such as recordsmanagement@utah.gov. Depending on the place in the application that users interact with this feature, the agency can send a records officer an email, or order boxes from the automated storage retrieval system to be delivered to the research center. The contents of the latter are a list of boxes picked by the user through a related automated process, and the data then becomes part of the body of the email message.

Another feature is the online records officer training. In this case, new records officers are approved by the chief administrative officer, after the CAO has received an automated email from APPX explaining the steps of the training process and the actions that the person needs to take. These emails are sent from the shared Gmail account mentioned above, and APPX controls all of the email traffic, including invitations sent to records officers whose training is about to expire. In addition, in-person training registration has been integrated with the Google Calendar so that registrants will be sent a notice that will appear on their calendar.

DTS
Dept. of Technology Services